

# ISO 9001 Registration Project

## Status Report for March 1998

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### Status, Progress, and Accomplishments

#### Project Schedule

- The Project is about five months late getting final drafts for Center level Procedures. The 23 of 25 procedures considered complete and ready for use (until proven different) are on the web site. For the two not yet done:
  - A draft of the GPG 1410.1 *GSFC Directives Management System* (Code 230) has been posted on the web site and is under review.
  - A draft of GPG 5100.2 *Supplier Performance Evaluation* was received from Code 210 and is being reformatted by the Project before posting on the web site.
- Directorate and lower level procedure development began several months late but is now proceeding in earnest with the distribution of a 2/25/98 memorandum to the directorates. The instructions included a request for a list of directorate QMS documents to be provided by March 30 and a plan for a completion date of June 30, 1998. This is three months later than the original completion date of March 31.
- No change was made to the original planned completion date for Work Instructions, September 30, 1998.

#### Institutional Budget

- The IPC granted the Project a budget that includes money for electronic systems development, ADP and AV equipment, PAO services, consultant services, and registrar services not covered in the LeRC contract with DNV. Code 150 agreed to transfer the funds to Code 300 (as ROS money), but as of April 2, Code 300 has not received notification of availability.

#### QMS Web site

- The web site was restructured to start the change from a ISO 9001 or Project site to the Center's Quality Management System site with directives, tools, and information. The entry point URL is the same as before, although some of the pages referenced by the index have changed location.

#### Communications, Publicity, and Awareness

- The schedule of C/S employee awareness presentations was completed with presentations at WFF on March 31 and April 1. The Center-wide attendance was about 2000. The presentation materials will be kept on the website.
- A variation of the presentation was given to E.C. on March 9.

- The Project met with PAO to revisit it's support of requirements for graphics and printing services. PAO is preparing badges for ISO 9000 Registrar Escorts and Internal Auditors, a couple of posters advertising QMS functions, and a QMS decal.

### Training

- The Project and Code 114 are attempting to arrange two more 3 day sessions for Internal Auditors to complete training of the initial pool. The Project will notify the directorates and offices of the specific individuals who need to attend, requesting that either the identified personnel or a substitute be sent to one of the sessions as soon as dates are available.
- A mistaken charge of about \$16k is being corrected, with Accounting moving the charge from Code 110's training contract with Stat-A-Matrix to the Code 300 consultant services contract with the same company.

### Scope of Certification -- Process Owners

- At Mr. Diaz's direction, the QMSC discussed which Center organizational elements were the primary and secondary process owners of those items in the Center's Scope of Certification. could be internal customers or partners to the primary process owners. A table was created and filled in and then sent to the E.C. members for their use in structuring their portions of the QMS.
- A copy of the table and interpretative notes can be found on the web site's Registration Project tab, under the QMS Council meeting notes for March 12, 1998. The table will eventually be given a more prominent position on the web site.

### Center-level Procedures

- The final, or at least current, number of GPGs generated under the purview of the QMS Council is 25, with a Code 210 decision to handle supplier performance evaluation as a separate procedure.
- There may be a couple of more Center level documents that develop out of the directorate level procedures, particularly if it is discovered that more than one directorate can make use of a particular process or procedure or that a process requires the cooperation of more than one directorate.
- GPG 1410.1 *GSFC Directives Management System* -- Harold prepared and posted on the website a version of the directives management system. The Project is not aware of any issues regarding requirements or processes and assumes that the Project's draft is sufficient.
- GPG 5100.1 *Procurement Process* -- A Project version was placed on the web site in February. Code 200 proposed some changes to be incorporated to take care of a couple of inconsistencies.
- GPG 5100.2 *Supplier Performance Evaluation* -- A first draft was received from Code 210 and is being worked.

### Directorate and Lower Level Procedures

- On 2/25/98 the Project sent a memorandum and a follow-up e-mail to all directorates and several Code 100 offices requesting that they develop an aggressive approach to procedure development. A copy of the recommended approach, the above mentioned planning document, and a summary of the new Center directives management requirements was enclosed. Requests were made for each addressee to provide the Project with a list of the procedures needed by March 30, to establish an electronic master list of the information about the procedures by March 30, and to provide a completion schedule reflecting a June, 1998, completion date.
- By request, Project personnel have attended meetings with a number of offices and directorates to offer advice and comfort.
- As of this date (4/2/98), tentative lists of QMS procedures were received from Codes 110, 150, 200, 300, 400, 500, 600, 700, and 900. It is expected that the Code 700 list is not yet complete, as STAAC addressed only project management activities. Codes 180 and 800 have talked with the Project, indicating that they are working on the request.

### On-line Electronic Systems

- Directives Management System – the Project, Code 230, and Code 255 are working on an adaptation of the ARC-developed system for managing directives. According to Code 255, the Center will host the ARC system that most Centers will be using and they will be charged with its care and feeding. It is expected that the Center will propose and add enhancements to the existing system to bring it up to the desired capabilities. It currently lacks several desirable, if not absolutely necessary, features.
- Nonconformance Reporting and Corrective Action (NCR/CA) – the Project met on several occasions with Code 255 regarding a web-based application for NCR/CA. The business flow, users, privileges, and other aspects have been decided upon and Code 255 is working on an estimate for labor and time to develop and initialize the system.
- Internal Audit System – The Project provided Code 255 with a business flow and flowchart for the internal audit system. Development work is waiting until the NCR/CA system development is firmly underway.

### **Issues and Concerns**

- The Project schedule is about three months behind the original schedule, assuming that there are no fundamental flaws in the posted GPGs. Significant management support needs to be applied to the development of directorate and lower level procedures if the April 1999 date for the registration audit is to be met.